



# Tajwar Sultana

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## Professional Summary

Licensed Pharmacist by Ministry of Health and Dubai Health Authority with Doctor of Pharmacy degree (Pharm-D) and MPhil (Pharmacology) degrees with two years of Hospital pharmacy, Six years of Community pharmacy, and three years of teaching experience as a Senior Lecturer in the universities recognized by Higher Education Commission of Pakistan. Strong clinical pharmacology and Pharmacy management skills. Excellent track record with positive relationships with customers, paramedical staff, pharmaceutical representatives, manufacturers, dealers, medical professionals, and insurance providers. Detail-oriented with a strong focus on accuracy and efficiency.

## Personal Detail

- Age 37
- Gender Female
- Nationality Pakistani
- Marital Status Single
- Religion Islam
- Visa Own visa

## Licenses

- **Licensed Pharmacist by Ministry of Health.(MOH)**
- **Licensed Pharmacist by Dubai Health Authority.(DHA)**
- **Certified Professional in Healthcare Quality (CPHQ) accredited by USA**
- **Licensed Pharmacist by Pharmacy Council of Sindh, Pakistan**
- **Lean Six sigma Yellow and Green Belt Certified, Ireland**
- **Basic Life Support Certified, Ireland**
- **Telehealth for Healthcare Certified, Ireland**

## Language skills:

- English, Arabic, Urdu, Hindi.

## Major skills Highlights

- Highly motivated with healthy stress management skills.
- Excellent Teaching, demonstrating and managerial skills.
- Profound knowledge of medicinal chemistry and mathematics related to pharmacy operations.
- Extensive medical terminology knowledge, abbreviations comprehension, stock and inventory control and pharmacy management.
- Careful handling of OTC/prescription and semi-controlled medicines to prevent drug abuse.
- Skillful software user with excellent Insurance skills by using Openjet, Nextcare pulse, Eclaim, Ezyclaim, PBM-link, Riayati portal.
- Pharmacy software handling expertise in EWF, Med7, Pharmacy Plus, Pharmacy Pro, Simplex HIMES and BLOX Sultan Group.
- Understanding of confidentiality laws and standards governing drugs.
- Capable of working independently or as part of a team
- Extremely organized in record keeping and paperwork with good work ethics.
- Excellent OTC drug distribution skills along with patient counseling and organizational skills.

## Professional Experience

### **Sandoog Al Raha Pharmacy, Sharjah, Community Pharmacist**

(Nov 2023- Dec 2024)

- Provide excellent medical consultation and healthcare advice to customers.
- Provide safe and timely drug dispensing activities and attend to customer's enquiries.
- Review Prescriptions, take insurance approvals and dispense prescribed medicines accurately.
- Check on items selection, stock ordering and controlling of inventory.
- Give appropriate guidance to patients related to medication and medical devices.
- Ensure continuous compliance of pharmacy operation relevant to pharmaceutical regulation.
- Performed managerial tasks and to coordinate with assistant staff efficiently.
- Reports to the management regarding arising issues in a timely manner.

### **Gaelan Hospital Pharmacy, Sharjah, Hospital Pharmacist**

(Mar 2023-Aug 2023)

- Review prescription and dispense prescribed medicines prescribed by physician or other authorized prescriber to patients.
- Ensure appropriate counseling of medicines and pharmaceutical equipment to patients.
- Organize the pharmacy in an efficient manner to make the identification of products easier and faster.
- Dispense prescribed medicines and equipment to customers or to other health care professionals and advise them on indications, contra-indications, adverse effects, drug interactions and dosage.
- Dealing with insurance claims of all major insurances.
- Registering and maintaining patient profiles of medication, including controlled drugs.
- Answer facility drug related questions or concerns and assist in solving other problems.
- Ensure proper preparation, packaging, distribution and storage of parenteral formulations, vaccines, serums, biologicals and other drugs and devices.
- Establish compliance with the appropriate hospital pharmacy laws and standards of practice.
- Keeping a check on prescriptions for proper dosage, administration and interactions.
- Dispense medicines for insurance patients following appropriate insurance protocols.
- Assuring pharmacy confidentiality and patient privacy at a high priority.

### **Al Yamamah Pharmacy, Ras al khaimah, In-charge Pharmacist**

(Jan 2019 – Nov 2022)

- Excellent track record of achieving targets and making progress & growth of pharmacy within few months.
- Serve customers by reviewing, interpreting, and preparing the doctor's prescribed medications.
- Implement plans to maximize sales and meet targets or exceed budget.
- Retain customers by providing exceptional customer service following SOPs.
- Receiving Medicines, enter invoices to the system and maintain optimum stock level.
- Provide appropriate information to patients or customers regarding the dispensed medication such as correct dosage, side effects, and proper way of storing the medicines.
- Ensure that medicines are stored properly, remove outdated & damaged drugs of pharmacy inventory.
- Have the necessary managerial skills to supervise the work results of supporting staff.
- Prepare and send daily reports to the management and maintain MOH circular's file.
- Suggest creative ideas to the management that will bring more opportunities and support the further development of the pharmacy.
- Maintain control over online delivery system including Talabat, Amazone, Noon, Deliveroo.
- Liquidating Expiry, having a focus on the push list and ensure to maintain a healthy stock level
- Stocking and labeling products and maintain their storage and distribution as per Ministry rules & regulations.
- Comply with the drug laws as regulated by the Ministry of Health; studies the existing and new legislation; advises management on needed actions.

**AL Samha Pharmacy LLC Sharjah, *In-charge Pharmacist***

*(Jan 2018 – Dec 2018)*

- Serve customers by reviewing, interpreting, and preparing the doctor's prescribed medications.
- Protect patients by checking the medicine dosage and ensuring that medicines are correctly supplied and labelled.
- Provide appropriate information to patients or customers regarding the dispensed medication such as correct dosage, side effects, and proper way of storing the medicines.
- Ensure that medicines are stored properly; remove outdated and damaged drugs from the pharmacy inventory.
- Have the necessary managerial skills to supervise the work results of supporting staff.
- Prepare and send daily reports to the management.
- Suggest creative ideas to the management that will bring more opportunities and support the further development of the pharmacy.
- Comply with the drug laws as regulated by the Ministry of Health; studies the existing and new legislation; advises management on needed actions

**Seha Pharmacy (Attached to Panacea Clinic) Dubai, *Pharmacist***

*(Dec 2016 – Dec 2017)*

- Dispenses prescribed medications, drugs, and other pharmaceuticals for patient care by performing the following duties.
- Dealing all major insurances and reviews prescriptions issued by authorized prescriber to assure accuracy and determine formulas, API and composition needed.
- Directs pharmacy workers engaged in dispensing pharmaceuticals.
- Answers questions and provides information to pharmacy customers on drug interactions, side effects, dosage and storage of pharmaceuticals.
- Maintains established procedures concerning quality assurance, security of controlled substances, and disposal of hazardous waste drugs.
- Escalates issues pertaining to temperature controlled environment within pharmacy to management immediately
- Enters data such as patient name, prescribed medication and cost, to maintain pharmacy files, charge system, and inventory.
- Instructs interns and other medical personnel on matters pertaining to pharmacy.
- Ensure compliance with the appropriate pharmacy laws and standards of practice.

**Jinnah University for Women, *Senior Lecturer/Research Assistant***

*(Dec 2014 – Dec 2016)*

- Develop and deliver courses to students in specified discipline areas of study, considering and aiming to achieve the five fundamental standards of the University i.e Teaching, Demonstrating, Research, Training, Expertise, CPD, and Practice.
- Evaluate and monitor individual student progress and provide feedback to sustain student success.
- Research, organize and manage instructional resources, courses outlines, and community networks.
- Actively seek out methods, procedures and resources to best achieve course objectives.
- Support and participate in accreditation initiatives.
- Perform miscellaneous job related duties as assigned.
- Attended and arranged seminars and workshops to continue Professional Development.
- Research assistant in different bench work or survey base researches.
- Teach research and experimental processes to students and new pharmacists.
- Performed different in-vitro/in-vivo experiments on various botanical extracts

**Darul Sehat Hospital** (Pakistan), *Hospital Pharmacist (Part Time)*

*(May 2014 – May 2015)*

- Dispense medicines based on doctor's prescription for both in patients and out patients.
- Advise customers on selection and use of prescription and non-prescription medication.
- Compound prescribed pharmaceutical products by calculating, measuring and mixing the quantities of drugs and other ingredients required and filling appropriate containers with correct quantity.
- Dispense prescribed pharmaceuticals to customers or to other health care professionals and advise them on indications, contra-indications, adverse effects, drug interactions and dosage.
- Maintain medication profiles of customers including registry of poisons and narcotic and controlled drugs.
- Ensure proper preparation, packaging, distribution and storage of vaccines, serums, biologicals and other drugs and pharmaceuticals.
- Check prescriptions for proper dosage and interactions.

**Behavioral Competencies:**

- Excellent presentation and analytical skills
- Strong leadership and supervisory skills
- Exceptional written and oral communication skills
- Good decision making skills
- Strong operational thinking skills
- Critical Thinking
- Conflict Management
- Multi-Tasking

**Education:**

**M Phil Pharmacology**, Jinnah University for women, Karachi, Pakistan

*2021*

**Doctor of Pharmacy**, Jinnah University for women, Karachi, Pakistan

*2011*